Professions/Occupations/Entities Regulated

Acupuncturists

Adult Use Cannabis Dispensaries

Architects

Athlete Agents

Athletic Trainers

Audiologists

Barbers

Barber and Cosmetology Salons/Shops

Canine Handlers

Cemeteries/Cemetery Managers

Cemetery Oversight

Chiropractors

Collection Agencies

Controlled Substance Licenses

Cosmetologists

Dentists & Dental Hygienists

Detection of Deception Examiners

Dietitian Nutritionists

Electrologists

Environmental Health Practitioners

Estheticians

Fingerprint Vendor Agencies

Firearm Instructors

Funeral Directors & Embalmers

Geologists

Genetic Counselors

Hair Braiders

Home Medical Equipment & Service Provider Humane Euthanasian Technicians & Agencies Interior Designers/Registered Interior Designers

Landscape Architects

Land Surveyors

Limited Liability Companies

Locksmiths & Agencies

Mail Order Ophthalmic Providers

Marriage & Family Therapists

Massage Therapists

Medical Cannabis Dispensaries

Medical Corporations

Nail Technicians

Naprapaths

Nurses (LPN, RN, APN, and APRN)

Nursing Home Administrators

Occupational Therapists & Occupational Assts.

Optometrists

Orthotists, Prosthetists, and Pedorthists

Permanent Employee Registration Card

Perfusionists

Pharmacists, Pharmacies, & Pharmacy Technicians

Physical Therapists

Physicians & Surgeons

Physician Assistants

Podiatric Physicians

Private Alarm Contractors & Agencies

Private Detectives & Agencies

Private Security Contractors & Agencies

Professional Boxing & Mixed Martial Arts

Professional Counselors (Licensed & Licensed Clinical)

Professional Engineers

Professional Service Corporations

Psychologists (Clinical & Prescribing)

Public Accountants

Respiratory Care Practitioners

Roofing Contractors

Shorthand Reporters

Sex Offender Evaluators

Social Workers (Licensed & Licensed Clinical)

Speech-Language Pathologists & Assts.

Structural Engineers

Surgical Assistants

Surgical Technologists

Veterinarians & Certified Veterinary Technicians Wholesale Drug Distributors

Enforcement, Complaints, and Investigations

555 West Monroe Street - Suite 500 Chicago, Illinois 60661 General Assistance: 1-888-473-4858

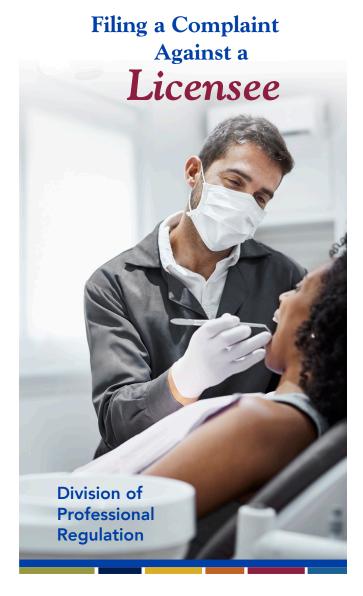
https://idfpr.illinois.gov

TTY Line: 1-866-325-4949

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How to File a Complaint Against a Licensee

If you wish to file a complaint against any individual or entity regulated by the Division of Professional Regulation, you may either use the Department's <u>online complaint portal</u> or by completing the <u>DPR Complaint Intake Report</u> and mailing it to the Division's Complaint Intake Unit in our Chicago office.

When submitting a written complaint, please be as detailed as possible. Include your name, address, and telephone number so the Division can contact you if necessary. All complaints will be promptly forwarded to a Division investigator.

Anonymous Complaints

It is especially important to be as detailed as possible when submitting a complaint against a licensee if you decide to do so anonymously. While anonymous complaints receive the same amount of consideration as any other complaint, successful investigations and prosecutions are more challenging since most cases rely upon an identifiable complainant or witness.

Updates of Case Progress

A complainant receives an acknowledgment letter indicating the complaint was received and provides a case number the complainant must refer to in any subsequent correspondence or telephone calls. Confidentiality laws may prevent the Department from providing updates while the proceeding is pending or from disclosing the outcome of a case if no discipline is taken.

Unlicensed Practice and Criminal Violations

Complaints of unlicensed practice are investigated to the extent of any other complaint. The Director of the Division of Professional Regulation may issue a cease and desist order, and may also order civil penalties against the individual who is practicing without a license. Unlicensed practice cases can, in some instances, be forwarded to the Illinois Attorney General or a county state's attorney for criminal prosecution.

In addition, the Division will refer cases that appear to involve criminal activities to the proper law enforcement agency. Criminal violations that may be revealed in complaints include unlicensed practice of various professions, theft, forgery, unlawful use of weapons, diversion of controlled substances for illegal use, and other related offenses.

Investigation and Prosecution

When a complaint is received from the public, it is promptly assigned to a Division investigator. The investigator is responsible for investigating the complainant's allegations. If the investigation did not yield sufficient evidence to a support a license violation, the case may be closed in consultation with the unit chief, lead investigator, coordinator, and/or board member of the particular profession. If the case is not closed, it is referred to a prosecuting attorney.

Cases referred to a prosecuting attorney may be more fully investigated with a focus toward filing an enforcement action against the licensee for specific violations. If the prosecutor concludes that the case has been thoroughly investigated and there is insufficient evidence supporting the complaint, the investigative file is closed.

However, if the prosecutor finds evidence which indicates there has been a violation of the licensing statute, an enforcement action can be filed. Depending upon the circumstances of the case, the Division and the licensee may enter into a negotiated agreement regarding the level of discipline to be imposed upon the licensee. The agreement may also need to be approved by a member of the respective professional board or committee. The agreement would then be presented to the Director of the Division for consideration and approval.

In instances where an agreement cannot be reached, a formal disciplinary hearing is necessary. The hearing is held before an administrative law judge. The hearing is an administrative law proceeding conducted pursuant to the Illinois Civil Administrative Code and other relevant statutes and rules.

After the hearing, the administrative law judge presents the appropriate board or committee with a report detailing any violations of the law. The board or committee will then issue its findings, conclusions, and recommendations to the Director for a final decision.

Disciplinary action may include revocation, suspension, probation, or reprimand of a license. The license may also be ordered to remain in good standing. In addition, Illinois law also allows for the imposition of fines for any of the professions regulated by the Division.

Following a final decision by the Director, the licensee has 35 days to make an appeal in circuit court under the Illinois Administrative Review Law. Formal disciplinary action against a licensee may be viewed on the Department's License Look-up.